

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
)	
Robert E. Wollan et al.)	Group Art Unit: 3623
)	
Application No.: 10/811,439)	Examiner: Brandi P. Parker
)	
Filed: March 26, 2004)	Confirmation No.: 1477
)	
For: ENHANCING INSIGHT-DRIVEN)	
CUSTOMER INTERACTIONS)	

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

REPLY TO OFFICE ACTION

In reply to the Office Action mailed July 24, 2008, please amend the
above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims in this paper.

An Interview Summary follows the amendment sections of this paper.

Remarks/Arguments follow the interview summary section of this paper.